

ABSTRACT BOOK

THURSDAY, October 18th

12.15-14.00

THEMATIC SESSION

REPORTING IMMIGRANT ISSUES

Chair: Alexandra Stark (EJTA board member, MAZ – the Swiss School of Journalism in Lucerne)

Reporting an Immigration Crisis: Syrian Refugees in Turkey

Alaaddin F. Paksoy, *Anadolu University*

The notion of crisis refers to a moment or a period when the flow of life becomes out of order. This atmosphere of uncertainty changes the existing order and creates new rules and conditions (Çetinkuş ve Keleş, 2018). In most cases, the weakness and ineffectiveness of precautions and measures prolong the impact of the crisis. Crisis journalists report the moment of crisis and disseminate what is happening in the crisis location to the society and other parts of the World. Crisis reports may include different topics but they are mainly about politics, economics, natural disasters, health and other humanitarian crises such as migration.

Crisis periods are based on uncertainty. Newsrooms are usually unprepared when an unexpected crisis begins. Managing the information flow, double checking the data received from the crisis region and who is the best and authorized person to talk to are the main problematic points while preparing news content about the crisis. Only reporting what is happening in the crisis location is often not enough to understand the crisis. The crisis must have a background and the crisis journalist should be aware of this while reporting the crisis. At this stage, the archives of news organisations and journalists' professional quality become more valuable (Çetinkuş ve Keleş, 2018).

The information presented by journalists during the crisis might have a serious impact on the society affected by the crisis. This point is remarkably important for the news coverage about immigration. By this means, this study looks at how do Syrian asylum seekers living in Turkey represented by the Turkish press within the context of crisis reporting. Considering their circulation numbers, ownership and political stance, five Turkish national dailies are examined in the study. The data covers hard news, columns, and op-eds relating to Syrian asylum seekers, published between 15 March 2011 and 31 December 2015. The investigation aims to reveal the most common discursive strategies of representing Syrian asylum seekers during crisis reporting. The research also seeks to understand how certain ways of representing asylum seekers are related to the overall ideological and cultural aspects of Turkish politics in general and the Turkish media in particular. In this sense, this study seeks to address and contribute to solving a prolonged social problem, i.e. the Syrian asylum seekers crisis in Turkey.

Measuring Online Audience Preferences for Refugees and Migrants Stories in Greek Media

Andreas M. Panagopoulos, *Aristotle University of Thessaloniki*

The proposed presentation would be part of the panel "Covering Europe's Refugee Crisis". It will focus on the main findings of my research about online news consumption for Refugees and Migrants during the "crisis" period in 2015-2016 from two distinctive online Greek media.

Greek public opinion, which showed solidarity and empathy, was bombarded by thousands of news articles reporting on all aspects of the issue. It will be based on my findings which are presented in a chapter of the upcoming book *Refugee News, Refugee Politics: Journalism, Public Opinion and Policymaking in Europe* (eds. Giovanna del Orto & Irmgard Wetzstein). My research reveals and analyzes several illuminating paradoxes concerning Greek public opinion about the "refugee crisis" and Greek attitudes toward, and consumption of, news about it by examining audience choices for refugee stories published online. Quantitative analysis showed a gap between the online gatekeepers' selection and judgment for continuous and massive coverage, and the audience's news choices. Moreover, discourse analysis showed that gradually, as immigration was transformed from an emergency into a "permanent" situation for Greece, the audience tended to consume more negatively headlined stories.

In media res.: How mass media influenced the debate about refugees

Panagiotou Nikolaos, *Aristotle University of Thessaloniki*

The movement of more than a million refugees to Europe has challenged European policies on the issue and shaken the very foundations of the European Union. In order to examine how European countries are going to be affected by the presence and the settlement of refugee communities we critically examine how the public debate was and is formed around the issue through the examination of the mass media coverage from the Greek traditional and new media especially during the efforts of relocating the refugees. We argue that the public debate and the responses has been influenced from mass media rhetoric's and discourses regarding the refugees. We will examine the coverage of both national and local mass media in the Greek islands (Lesvos, Chios) and in Thessaloniki where two major refugees hotspots camps (Diavata, Vasilika) operate. Our goal is to examine the public discourse through the examination of both local and national new and traditional mass media, which influence a lot the public perceptions and reactions on the issue. It is upon these discourses that the politics of everyday fear' (Massumi 1993, Gale 2004) is being built, promoted and disseminated. The hypothesis of the protagonist role (Panagiotou 2006, 2010) is being applied where it is argued that mass media influenced a lot public reactions due to the absence of a clear stance from the EU and the Greek government. This visual framing, and in particular the relative absence of images that depict individual asylum seekers with recognizable facial features, associates refugees not with a humanitarian challenge, but with threats to

sovereignty and security (Roland Bleiker, David Campbell, Emma Hutchison & Xzarina Nicholson 2013:398). Different policies and approaches are needed in order to change the European public communication debate that promotes and increase tendencies of isolationism.

Reporting from new humanitarian conflicts in Yemen and Iraq: challenges for reporters on the ground and ethical implications in dealing with media industry

Laura Silvia Battaglia, *Catholic University of Milan*

The recent humanitarian crises in the Middle East are posing new challenges to reporters on the field: from the need to have to mix with the local population in order of being able to report about the effects of conflicts on civilians, to the deny of having access to war zones; from the ethical implications linked to the stories of infant mortality, to the necessity of having to deal with human rights violations on the families of prisoners of war; from the use of social media to have a unique access to witnesses of crimes, to the need to obsessively verify the trustworthiness of these contents. All these problems are amplified as soon as we find ourselves having to make editorial choices in the media industry. Just as wars and war propaganda have changed over the last few years, journalists are facing an epochal change in their profession.

15.00-16.45

THEMATIC SESSION

CRISIS REPORTING

Chair: Deborah Wilson David (Vice-President of EJTA, School of English and Journalism, University of Lincoln)

The concept of social crisis and its use in the media as a means of political communication in Croatia from 2009 to 2014

Dražen Lalić, *University of Zagreb*

The paper is based on the author's insight into the economic and social crisis in Croatia that started at the end of last decade and lasted until the middle of this decade. The results of the studies of this phenomenon were presented by the author in a collection of various texts published as a book *Five Years of Crisis* in 2014 (Antibarbarus, Zagreb). Some of these results are directly relevant for the analysis of attitudes of journalists and the media towards the crisis as the most important social occurrence in Croatia and in many other countries of the world in said period.

Author uses the concept of crisis that has developed in sociology, economics and other social sciences in the 1980s (Habermas, 1982, Županov, 1983, Ricoer, 1987, ...). This concept, in short, sets the crisis as a breakthrough event marked by serious difficulties when it comes to the economy and other areas of life that are dominantly determined by deep disturbances in the social system and weaknesses of (political) routing; given the transient and time-limited nature of this occurrence, the crisis may have different outcomes, ranging from disaster to recovery.

The main objective of this paper is to analyze and conclude in which way and how often the concept of social crisis is used in the media as an important means of political communication in Croatia. The media are not perceived solely or dominantly as mere information intermediaries between the authorities or other prominent political actors and citizens (mediation); they are treated as independent and very influential actors in political communication that interpret political, economic and social events. In this manner, they affect politicians and other actors of political communication, leading them to adapt to the patterns of contemporary media (mediatization). The latter primarily refers to truly prominent journalists and media, who use their comments and analyses to give meaning to various important aspects of a diverse social reality and thus influence public opinion.

The paper stresses that journalists and the media in Croatia in the analyzed period have often misunderstood the notion of crisis arising from a developed theoretical concept. Among other things, this conclusion includes the fact that many events that are not directly related to the crisis have been studied as part of it or, more often, some of the events with evident features of the crisis were not recognized as such. The paper also aims at exposing other critical shortcomings in journalistic and media processing of the economic and social crisis that started at the end of last decade and lasted until the middle of this decade in Croatia: the failure to recognize the crisis, i.e. its beginning and its end; the failure to properly describe its complex background and thus state the responsibility of domestic politicians and other important social actors for the outbreak and spread of the crisis; the presence of a sensationalist approach in the media, which exacerbated the already extremely emphasized subjective dimension of the crisis, which is related to the perceptions of citizens and other actors; observing the economic and social crisis as a solely or dominantly political crisis, which puts the emphasis on the adulation towards powerful political personas; failure to detect the variety and uncertainty of the outcomes of the crisis, and so on. On the other hand, the contributions of some journalists and media will be brought to light by this presentation, especially when it comes to prominent characters in their respective areas of expertise. Those are the people that have followed professional criteria and promoted democratic political culture, taking into consideration the analytical and other processing of the economic and social crisis.

Talking to people in crisis

Jackie Newton, *Liverpool John Moores University, England, UK*

Sallyanne Duncan, *Strathclyde University, Scotland, UK*

Much evidence suggests that people in crisis, either through personal trauma as a survivor or through the bereavement of a loved one or friend, wish to talk about their experience (Walter, 1996; Graves, 2010; Newton, 2011). Often the people listening are journalists, eager to tell the story sensitively and with care for the victims.

A dilemma for those journalists is how to talk to those people without causing further distress through intrusion and insensitivity. Another pressing concern is how much of an interviewee's willingness to relive horrendous experience should be

taken as consent to publish and, paradoxically, how far we should go in our human need to protect the person in crisis from the public gaze.

Codes of conduct and regulation offer “protection” to vulnerable interviewees in the form of censure or punitive sanctions. However much of this approach is predicated on the idea of “vulture” reporters and abused victims, rather than offering an ethical way of communication between the media and those who want their voices to be heard.

This paper will discuss ethical approaches to the reporting of survivors and the bereaved, offering a model of sensitive interviewing as a way forward for front-line reporters. It will draw on psychological and sociological theories of social interaction, considering the seminal work of Michael Argyle amongst others. It will also introduce our model of ethical participation between journalist and interviewee, comprising the concepts of context, clarity and control, which suggests a new way forward for responsible reporting of crisis in an increasingly participatory world. (Duncan and Newton, 2017)

Crisis Reporting in Traditional and New Media: Greek Traditional and New Media coverage of the deadly wildfires in Mati

Panagiotou Nikolaos, Kostopoulou Ioanna, Allonistiotou Athanasia
Aristotle University of Thessaloniki

Covering crisis presents some of the biggest challenges in today’s media. When crises occur, news media have a critical role not only in informing public about what happens but also in shaping public opinion about who is responsible for causing or solving the key problems of the crises (An & Gower, 2009; Iyengar & Kinder, 1987). These challenges are related with the vast overall amount of information, and the need to monitor several platforms simultaneously. The power of the social web has created both opportunities and threats that needs to be considered (Jones et al., 2009).

Through a comparative analysis of the Greek traditional and New media coverage of the deadly wildfires in Mati, the worst in Greece, we aim to examine similarities and differences among media, but most importantly major conceptual issues related to the coverage of the crisis. For the purposes of our study, we will examine five newspapers (three broadsheets and two tabloids) and tweets for a two-week period, during and after the event. In particular, we will analyse news articles, and not opinion articles or sketches, from the Greek newspapers “Kathimerini”, “Ta Nea”, “I Efimerida Ton Syntakton”, “Kontra News” and “Makeleio” for the period of 24 July , till 7 August 2018 (two weeks period analysis). In Twitter we have gathered 93.000 tweets using the following hastags #Foties ,#Pyrkagies, #PrayForGreece, #Mati, #GreekFires, etc. We will use the five news frames that has been identified by previous studies (An & Gower, 2009; Neuman et al., 1992; Semetko & Valkenburg, 2000).

The following research hypotheses will be examined:

- How emerging communication technologies change crisis reporting and publishing
- What dynamics have been developed

- How traditional and new media reporting is been articulated during a crisis
- What kinds of themes have been used by Traditional and New media crisis news coverage?
- Similarities and differences between traditional and new media, as well as between different of types of press (broadsheets- tabloid press)
- How journalists operate in a crisis environment to gather and get out the news

The wildfires in Mati were the worst to hit Greece since 2007, when dozens of people had been killed in the southern Peloponnese peninsula. At least 90 people were killed by wildfires near Mati, with government authorities declaring a state of emergency. In this context, we choose to analyse this incident, because of its huge death toll and its significant media coverage by traditional and non-traditional media.

Through our research, we intend to: a) pinpoint the similarities and differences between Traditional and New Media (Newspapers vs Twitter) b) the dynamic interaction in crisis-stricken areas among news producers, relief organizations, policymakers, the public and those otherwise affected by crisis c) to map central journalistic challenges and emerging practices.

An Un-Common Understanding? Europe Media Discourses of Crisis & Human Rights

Leonie Haenchen, Elise Morton & Christos Frangonikolopoulos

Aristotle University of Thessaloniki

From a social constructivist perspective human rights are not static and inalienable, but fluid and changeable. The ideas that make up human rights are articulated by people as discourse (e.g. texts, discursive practices) and enacted via networks i.e. acts of communication and cooperation between people. If we accept this premise, human rights remain in a state of flux, continuing to be constructed and reconstructed by society. As social constructs, human rights are subject to influence and limitation by social structures such as geopolitical power and socioeconomic position and can be weaponised to bolster these structures. As discursive, and therefore creative or constructive acts, the mass media are apt to participate in this process of (re)definition.

In journalism, as is true more broadly, the universality of human rights is liable to become obscured whenever sides are taken. While human rights are, on the one hand, a dense body of national and international law that in theory equates to the provision of agreed standards, they also represent a discourse with a strong emotional resonance and are in this way susceptible to extreme politicisation. Recent years have seen a remarkable weaponisation of human rights language, both in the context of war and humanitarian crisis, but also in a non-war context, with the effect of elevating political or foreign policy issues to the status of 'crisis'. It, thus, worthwhile to examine and compare in greater detail the proliferation of language grounded in vague principles of human rights found in media discourse surrounding 'hot' crisis environments, such as the Syrian Civil War and the humanitarian refugee disaster in the Mediterranean; and 'cold' crisis environments, including the lead-up to Russia's annexation of Crimea, the Greece/Macedonia name dispute and Brexit.

Bearing the above in mind, this presentation aims to reopen the debate on the relationship between human rights and journalism by analysing how the discursive framework of human rights has influenced the reporting of contemporary crisis scenarios in European media. Drawing parallels and contrasts between multiple examples of crisis narratives from recent years, we intend to discuss the legitimacy of political and journalistic agendas that report or advocate upon these grounds. Eventually, we aim to rethink the media's educative potential lend transparency to the legal system behind human rights terminology, and foster greater literacy among its readership.

Verifying Social Media Content in Crisis Reporting

Andreas Veglis, Nikos Panagiotou, *Aristotle University of Thessaloniki*

Today's news is quite often dominated by major events in the form of crisis. Such events can be earthquakes, extreme weather events, environmental disasters, financial crisis, disease outbreaks, etc. In such events people are very anxious to obtain reliable information quickly. In such situations the public usually relies on established news organization to get credible and timely information and at the same time the news organizations rely on the public that have witnessed the crisis event for new information in order to bring important perspective and context in the crisis coverage. Thus, media journalists have a very difficult task to handle. In many cases those events take place in remote geographical locations or in places that the media organizations have no representatives and thus they need to relay on various sources the majority of which is available through the internet.

The problem is that very often rumours and misinformation accompany emergency situations. People intentionally spread invalid information as a joke, to increase their "likes" in their social media posts or to cause panic. Social media and specifically social networking services (Facebook, Twitter, Google+, etc) usually respond rapidly to any crisis event with various posts appearing to provide information about the crisis event. In such situations the verification parameter in reporting is extremely important since the consequences of reporting invalid information can have critical effects. Journalists must sort through fake news, hoaxes, rumours, in order to be able to collect valid information and report the crisis event.

The paper attempts to highlight the tools and methods that journalists must be aware of and use when covering crisis events. Two important parameters should be considered: training and coordinating journalists and providing them with access to tools and resources that will allow them to quickly and accurately verify content. Thus, training future journalists on such issues should be considered a necessity for every journalism school today. Introducing this training in young journalists' education will equip them with competencies for source verification that allow them to rapidly implement verification processes in crises that otherwise would require considerable time period in order to be implemented.

FRIDAY, October 19th

10.00-11.45

THEMATIC SESSION

YOUNG RESEARCHERS

Chair: *George Kalliris (Professor, Deputy head of the School of Journalism & MC, Aristotle University of Thessaloniki)*

The role of media educator in the age of misinformation crisis

Anastasia N. Katsaounidou, Charalampos A. Dimoulas
Aristotle University of Thessaloniki

The impact of news validation has never been stronger in today's misinformation crisis, demanding to deal with its consequences. It is generally claimed that the best solution to a problem is to deal with its core, which also fits the current case needs. Someone might claim that is since everyone can produce and disseminate news-content quickly and easily, while amateurs usually lack the credentials to generate the significant proportion of the available online content. In this direction, media literacy and education regarding misinformation is considered very significant. However, this debate has led to extreme sensitization regarding the problem, coming to the point of using the term "fake news" populistically, as a mean to reject the opposite arguments, assuming that every little piece of online information is biased (Berghel, 2017; Rider and Peters, 2018; Bakir and McStay, 2018). Until now, the "Verification industry" has attempted to bring forward various /complementary solutions, without succeeding to decisively facing the continually arisen challenges, yet. Establishment of authenticity evaluation best practices, methods and tools, along with new validation policies and procedures are considered among the solutions to ensure the quality and originality of the transmitted information (Katsaounidou and Dimoulas, 2018). Though all the available inventory tools seem equally essential to the media domain, knowledge and training around these aspects are limited, so there is a gap in education regarding the authenticity of the media content. In other words, students/users are not trained or even informed properly about the mechanisms, the strategies or the tools that they could use to evaluate content integrity (Katsaounidou, Dimoulas and Veglis, 2018). The main goal of this paper is to highlight media authenticity education strategies and the essence of learning in battling "Fake News", initiating related actions into the classroom to help students become critical evaluators of the received informing, so they can better separate fact from fiction. Thus, a new pedagogical model is presented, extending simple instructions and rules to address all scales of training needs in false news detection, aiming at cultivating a profoundly digital natives' consciousness. Overall, the proposed integration attempts to build upon current knowledge and to initiate a holistic misinformation crisis management plan.

A Crisis within a Crisis: Media Framing of Immigration in Crisis-Stricken Greece through a Peace Journalism Lens

Nayia Kalfeli, *Aristotle University of Thessaloniki*

This paper aims to present the key findings of a three-year study exploring the way in which four Greek newspapers (I Avgi, Ta Nea, I Kathimerini and Eleftheros Typos) have portrayed immigration in crisis-stricken Greece, and particularly in the years between 2011 and 2014, in the light of the theoretical approach of peace journalism as an emerging research and teaching field for the study of conflicts.

Peace journalism has been developing since the 1970s as an autonomous branch of peace and communication studies and as an attempt to redefine journalistic practices and the role of journalists who cover conflicts. It is only recently, however, and especially during the last decade, that it began to evolve dynamically, as evidenced by the production of dozens of research papers about it and by the number of universities worldwide which integrate the peace journalism concept into their academic curricula. Within this context, our study utilizes peace journalism in order to explore current media and journalistic practices in reporting immigration and to develop a paradigm shift in the traditional media's approach of diversity, which may be very useful in teaching young journalists.

Collaborative collection and Mapping Multimedia Crisis Semantics

Efstathios Sidiropoulos, Nikolaos Vryzas, Lazaros Vrysis, Evangelia Avraam, & Charalampos Dimoulas

Aristotle University of Thessaloniki

Among the main issues that emerge during crisis news reporting concern the information quality and credibility, as well as the efficiency of delivering news to the public. In many paradigms, citizens using their smartphones become reporters and contribute potentially valuable audiovisual information via social media platforms from the ground during disasters (Palen et al. 2010). The citizen journalism phenomenon (Gillmor 2006) and the emerging concept of open journalism (Aitamurto et al., 2011) are products of this transformation. This rapid change to the information-communication landscape of disaster response shows the evolving role of journalists during crisis reporting, examining how they could adopt new tools and re-form existing work practices in response to changed and changing conditions (Dailey et al., 2014). Recent technological advances can play an important role in the processes of capturing, managing, processing, cross-validating and distributing multimedia news reports and their related semantics, multilaterally informing the audience in real-time (Vryzas et al., 2018). User Generated Content (UGC) that can be entirely supported by mobile devices (smartphones, tablets) is ideal for timely breaking news reporting, i.e. in emergency situations (Belair-Gagnon, 2015) Context-, time- and location-aware metadata are automatically produced and validated among multiple contributors and/or with the help of the received feedback. Hence, crowdsourcing-driven decision making is produced regarding the veracity and the significance of the reported stories

In the present work, a model is presented for dealing with the aforementioned processes through the use of a dedicated cloud-based platform, allowing for online collaborative editing/processing and fact-checking by users, reporters, and newsroom staff. Moreover, editing history is tracked, preventing forgery attacks during publishing. Having obtained the exact time and location of the captured events and the editing history log-file, the demand for credibility and originality of the content can also be satisfied. In order to provide ease of access, and understanding of the succession of events during crisis, the created content has to be delivered to the public in a comprehensible way. For this reason, an interactive map is designed, featured with a timeline bar. The captured content and news reports will be pinned in the information map, taking into consideration their time and location tags. This way, the final consumer can monitor the evolution of events though time and location, without being vulnerable to fake content distribution. In the meantime, this news reporting scheme can be useful for everyday news reporting and logging, it can prove handy during crisis periods, where the timeline of events is in the focus of interest.

Journalism In the Era of Twitter – The case of Greek Social Mobilisation

Georgia Gioltzidou, *Aristotle University of Thessaloniki*

In the last few years, Greece has been characterized by periods of mass mobilization and protest, which affected deeply all areas of life. One field that has changed dramatically is that of political journalism. The paper seeks to map some of the changes that have affected the Greek political news landscape, as a result of the deepening crisis and the rise of social media.

Starting at 2010, a wave of social mobilisation and general strikes against austerity measures took place across Greece. New politicians entered the scene while some of the traditional parties lost their political legitimacy. As a result of the financial and political crisis, Greek journalists and media faced a deepening lack of trust. In this context, social media have evolved into powerful tools for communication and a significant form of engagement for many Greeks. It was at this level, that especially through Twitter, political communication players altered the way of their interaction with the public.

This paper, taking the Greek national elections in 2012 as its starting point, has collected Twitter data from ten different periods of crisis that caused social mobilisation in Greece. How many journalists responded to the wave of participatory and social media? What do they do on Twitter? What is the content of their tweets? Did journalists alter the way they tell stories or they tend to normalisation? How are their contributions received by the Twittersphere?

The study applies two theoretical frameworks: Bourdieu's (1991) analytical concept of field theory, and Castells' (2009) theory of power in the network society.

Crisis Management in ten hotels in Northern Greece during the capital control period in the summer of 2015

Elisavet Poimenidou, *Aristotle University of Thessaloniki*

The aim of this proposal is to examine how the tourist industry in Greece manage crises. We aim to examine the communication management in the tourist sector during a critical stage of economic crisis in Greece. Particular emphasis is given to hotels in Northern Greece as tourism is of vital importance for the region. The capital control in the summer of 2015 has been chosen because it had serious consequences on the movement of capital, payments and transfers but also of the image of the country abroad and especially to tourists that wanted to visit or had already booked their travel to Greece. More specifically we examined how the hotel industry professionals (executives) experienced in the summer of 2015 that faced all three stages of the crisis: ex-ante, crisis, post-ante, who was the planning and strategy to address the crisis that followed whether the crisis and political instability affected the confidence of customers. As Kash and Darling (1998) argue crises occur because most companies executives do not calculate what portends a crisis before it happens. All of these play a key role in the media (Hillyard, 2000). Information in crisis is limited both quantitatively and qualitatively. Managers usually face the media and those who involved with temperance in gaining time. The specific environment and decision-making conditions are not related to the usual way that decisions are taken in an organization as usual at a regular period of time (Cosgrave, 1996, p. 98; Lalonde, 2004).

Therefore, this study aims to contribute by exploring if the crisis in 2015 has had a negative impact on the hotel industry according to industry professionals. The following hypotheses are tested:

- 1) Did the crisis and political instability influence the confidence of customers?
- 2) How the Hotel Industry have managed and responded to the crisis?
- 3) Due to and after the crisis, has there been a review of existing crisis management plans based on the experience of the summer of 2015?
- 4) Have communication strategies been implemented?
- 5) Has there been an allocation of resources (human, financial etc.) in order to come up against the crisis?

This study examined ten hotels in Northern Greece. We have chosen to examine our case through quantitative (questionnaires) and qualitative (interviews) research. My research is important because and especially for the tourist sector a critical factor is the management of crisis and especially how media communicate the event.

12.15-14.00

THEMATIC SESSION

EDUCATION: TEACHING CRISIS JOURNALISM

Chair: *Nadia Vissers (EJTA board member, Artesis Plantijn University College in Antwerp)*

Changing audience, changing realities: Identifying disinformation via new teaching curricula

Irene Photiou, *Aristotle University of Thessaloniki*

Theodora A. Maniou, *Frederick University, Cyprus*

Disinformation, currently popularized in the media as a unitary political phenomenon under the label of 'fake news', comes with a significant number of changes mainly targeting audiences and, consequently, the current reality. The proposed paper examines the ways in which modern students of Social Sciences (including Journalism) identify the, so called, 'fake news'. The aims of this work are threefold. We attempt to identify the factors that enable students to distinguish between fake and real news, formulate proposed curricula aimed at training students in enhancing this skill, and identify differences (if any) between students of Journalism as a group compared to those of other Social Sciences.

Focus group interviews were used in order to investigate how students conceive of fake and real news, as well as in identifying possible differences between Journalism and other Social Science students. The sample comprised of 40 undergraduate students, 10 of which from the field of Journalism, separated into groups of ten students for the interviews. All teams were given items of fake and real news published in new media and were then questioned on distinguishing them and their characteristics.

Preliminary results show that the majority of journalism students and a significant number of students in other Social Sciences were able to distinguish fake from real news items supplied, although a small proportion were confused in identifying them. Students who were successful pointed out that they perceived the combination of titles, photographs and content in fake stories as inconsistent, factors which may enable academics to design curricula in all Social Sciences.

Student journalism at the university Internet portal: the opportunities for professional development

Lyudmila Shesterkina, Anna Krasavina, *South Ural State University*

The article describes the concept of "student journalism" and explores its functioning on the youth Internet portal "Newsroom Digital" of the South Ural State University (Russia, Chelyabinsk). The portal is created on the basis of a unique university media laboratory - a 360-degree multimedia newsroom that technologically unites the leading university media in the digital space: the "SUSU-TV" company, the radio studio, the newspaper "Technopolis" and Internet portals. Content of the portal "Newsroom Digital" is created by students of the Faculty of Journalism and verified by them for authenticity, which involves testing the methods of fact-checking, because the portal publishes only truthful information and is widely represented in social networks.

Modern conditions of real media production should be created in the educational process of a journalism students, enabling them to position themselves both: as personalities and future media specialists. Such a platform for students of the

Faculty of Journalism of the SUSU became the youth Internet portal "Newsroom Digital" (ND).

Future journalists spend a lot of time in the Internet: they communicate in social networks, search for information, use YouTube, videohosting, podcasts, read popular bloggers and maintain their own blogs, leave comments, publish photos, etc. Thus, student's arbitrary and involuntary journalistic professionalization takes place in the Internet. But in the era of total communication, when there are fewer and fewer "filters" between information and the audience, typical for traditional journalism, "fake" becomes a tool of manipulation. Thus, one of the priorities of modern journalism education is the ethical professional norms and rules assimilation by students-journalists, as well as the development of media literacy and mastering the skills of fact-checking. These skills students master in the theoretical and practical classes on the basis of the Internet portal "Newsroom Digital".

The content of the Internet portal "Newsroom Digital" is created by students of the Faculty of Journalism within the framework of the academic disciplines "Journalistic mastership", "Convergent Editorial", "Creative Workshop", "Universal Journalism". After studying the theory students can work out their professional journalistic skills in conditions of convergence of the university media. They formulate the topics, search for informational occasions, choose the format and genre of their future material, publish it on the website, working in the convergent editorial office and the social networking editorial office of the "Newsroom Digital" portal. Correspondents of the convergent editorial board create video for the information TV program, materials for the radio studio, articles for the newspaper and Internet news. Internal computer local network is built on the site where the university media are located, and unites all the computers and broadcast servers. This greatly simplifies finished videos and broadcasts transfer to terrestrial computers, and also allows editors to check multimedia materials at once for several media without the use of additional electronic media and with the least amount of time. So, students create a multimedia product for all types of media.

Journalism Education in times of crisis

Ioanna Kostarella, Antonis Skamnakis, *Aristotle University of Thessaloniki*

The field of journalism studies has advanced greatly during the last decades. From the literary past to the digital newsroom, generations of young journalists have been trained either on the job or in the classrooms.

Today, journalism studies across the globe are characterized by the rapid and continuous technological change, along with the broader political and ideological changes. Therefore the challenges facing journalism education are largely similar and require different skills as well as a different understanding of the role journalists play in the current context.

Especially in times of crisis the necessity of journalism studies to adjust to the needs of the new digital newsroom becomes greater. For example, the austerity measures implemented in the last years to control public-sector debt have left Greece's media organizations severely affected, while alternative news platforms, such as news blogs, are on the rise. In this climate of financial uncertainty, online technologies

present journalists and audiences with new opportunities, as well as bigger challenges.

A common concern that arises and should reflect on all the efforts to improve journalism is that the newsroom has changed and time is not turning backwards. The challenge for both university departments and journalists' unions is to understand the need to cooperate and offer opportunities for journalists to adopt new skills, enough to be able to meet the needs of the future.

Journalists have to learn new ways to cope with crisis

Kari Koljonen, Anu Kuusisto, *University of Tampere*

In the beginning of the 21st century Finnish citizens – like many other nations in Europe – has faced catastrophes and massacres, which can be described as crisis: school shootings in Jokela (2007) and in Kauhajoki (2008), bombing in a commercial center in Vantaa (2002), bus accidents in Äänekoski (2004) and in Spain (2008), and a tsunami in Southeast Asia (2004). All of these have also meant new challenges to Finnish media, which has put in a lot of effort to find specific information as fast as possible. An attitude towards crisis reporting in Finland has been subject to controversy: on the one hand, reporters have been praised for filling their duties more actively than authorities. On the other hand, media have been accused of rudeness and abuse of the victims. One of the biggest problems in crisis reporting has been how to find specific information and do fact-checking fast, and how to communicate with people, even if official announcements are missing. How to tell the news, but not to abuse suffering people?

Crisis reporting has lately been paid attention both in research and in journalism education in Tampere. For instance, there have been various research projects about school shootings in media at Tampere Research Centre for Journalism, Media and Communication (COMET). The findings of the research have been utilized in our degree programmes (undergraduate and graduate levels). Researchers have lectured about the results of their studies and students have also had a chance to practice their reporting skills in catastrophe training organized by authorities.

In our curriculum, we have offered students an opportunity to practice new kinds of skills needed in crisis reporting. For example, a group of students had a chance to concentrate on climate change and look at it from the Nordic perspective. The result was to practice slow journalism and publish a book about weather crisis from the Finnish point of view. In turn, a group of students participated in a large crisis management exercise, a “real-life” game with about 800 participants. The aim of the crisis management exercise was to find a way how to report and communicate in crisis and to cope with fake news and alternative facts.

The same fight, a different story

A comparative media framing analysis of the Battle of Raqqa in the online coverage of CNN and RT

Lennard Swolfs, *HU University of Applied Sciences Utrecht*

While the watchdog journalism ideal emphasises the importance of critical and objective news coverage to inform citizens and protect the democratic process, the coverage of political conflicts overseas can differ between nations and might reflect the agendas and narratives preferred by respective governments in power. Over the past few years, a rivalry has emerged between the United States and Russia over Syria with each country having conflicting interests in defeating the terrorist organisation Islamic State of Iraq and Syria in its self-declared capital Raqqa. This thesis explores how the largest international news channels in the United States and Russia – CNN and RT – framed the Battle of Raqqa and to what extent their online coverage reflects the narratives of their respective government's foreign policy and ideology. This study not only extends the media framing theory by applying it to a recent conflict but also provides much-needed analysis comparing CNN with RT by directly comparing their online coverage of the defeat of the terrorist organisation in Raqqa. Moreover, it reveals preliminary findings on the under-researched news broadcaster RT. To examine how both news channels framed the battle, this thesis uses Semetko & Valkenburg's (2000) frame taxonomy. The valence of the news frames and the sources have also been analysed. Overall, the study found that CNN framed the battle positively by using the conflict frame to emphasise the importance of the battle, while RT stressed the civilian casualties inflicted by the United States-led coalition by using the responsibility frame, which puts the battle in a negative light. These findings suggest that the coverage of both news channels reflects the agendas and narratives preferred by their respective governments, which raises concerns about the idealised role of journalists as watchdogs of society and may invite accusations of biased reporting.

15.00-16.45**THEMATIC SESSION****YOUNG RESEARCHERS**

Chair: George Tsourvakas (Associate Professor, Head of the School of Journalism & MC, Aristotle University of Thessaloniki)

War Reporting - Between Scylla and Charybdis?

Elias Nikezis, Aristotle University of Thessaloniki

War reporters today face a significant number of unprecedented challenges on the field. They find themselves strangling to satisfy basic physical needs and personal security, while at the same time they have to deal with an extremely complicated information environment. Taking as example the civil war in Syria, we analyze the threats on the physical environment, the bans to international media, the difficulties to access credible information and how all these affect the coverage provided by the professional journalists. In addition we examine the sophisticated and complex information environment and the media coverage of the conflict, where there is a number of different actors and stakeholders involved, supporting conflicting narratives; disinformation, propaganda, fake news, graphic imaging, public relation's spinners and all relative means have been implemented in order to manipulate the public perceptions, through social media, civilian journalist's blogs, real time

platforms and maps and any other appropriate means. It is these two features, the physical threat and the complexity of the information environment, between which a contemporary war reporter has to balance - the Scylla and the Charybdis. Much like the two mythical monsters, it is the high level of threat which does not allow direct access to the information, that drives reporters to another kind of threat, that of resorting many times in second hand information, where their professionalism and the critical capability are constantly being tested. This is a situation that has a direct impact on contemporary war reporters, as they come across choices, according to which different skills are to be developed; war correspondent, freelancer, unofficially "embedded" with armed groups or just a guy on front of a laptop, relying on civilian journalists, networks, crowdsourcing and verifying second hand news? What is the acceptable level of threat for a war reported? Otherwise, how can a reporter preserve his credibility? What are the ethics he has to follow? What is his role in such a context? And, finally, what are the skills he needs to develop in each case?

The challenges of covering international crises in the global village

Kally Zarali, Aristotle University of Thessaloniki

In McLuhan's global village news about the world is accessible everywhere and through a variety of media. But for the volume and the speed we receive the news on the world developments, our knowledge and understanding of the complex situations and relations around the globe still lack the whole picture.

International news coverage is less extensive (Aalberg, Papathanasopoulos et al. 2013), complies to the rules and needs of a national/ domestic news agenda and even serves the interests of national political elites (Pleios, Frangonikolopoulos 2011). Moreover, especially in the case of commercial news sources soft news gets more coverage than hard news, whereas the dominance of the model of infotainment tends to overshadow the information process in its substance.

Thus, we tend to consume increasingly more news, but we still lack a wider, more profound and multi- aspect picture of the international developments and this paradox applies also to the coverage of international crises.

This contribution to the seminar would like to focus on the challenges journalists face in covering international crises in a globalized, fully interconnected world.

It will focus on the need for journalists to challenge the banal nationalism approach (Billig 1995) to international news and to contribute to the development of a transnational approach to the world developments with a global perspective and a transnational way of journalistic writing (Frangonikolopoulos 2012).

Furthermore we will refer to the need to extend the list of sources beyond the ones that represent the national narrative to ones that reflect a transnational and global perspective and ways of effective use of new and social media.

The presentation will use as an example to analyse the above mentioned points the coverage of the immigration crisis and the European response.

Reporting in Crisis

The Dangers That Media Workers Face

Christos Smilianis, *Aristotle University of Thessaloniki*

This essay explores the dangers that media practitioners face around the world in areas of conflict and war. The dangers for the life and safety of media workers are grave, since they are the only available mean for societies to be informed on the situation and the acts of the combatants. They are the only who can expose the violations of the human rights and the humanitarian situation. This fact is putting them on the scope of any violator, potential or real. However, the analysis in this essay is not restricted only in combat zones. One more focal point is placed for Countries that, in times of peace, the corruption is roaming in such high levels that the very principles of democracy are at stake. This includes the fourth Estate and its practitioners. Therefore, the essay refers on how impunity, creates the tendency in increasing the attacks and the on the press. Furthermore, there is a reference on the responsibilities that governments worldwide have to undertake, under the United Nations Action Plan, in order to protect Journalism and the Press. Finally, the essay speaks how proper education, training and preparation can actively make journalists more effective and at the same time save their lives.

The Importance of Social Networking as a tool for communication management of corporate crises

Papanastasiou Maria Zoi, *Aristotle University of Thessaloniki*

Crises emerge from either endogenous or exogenous factors. Studying the Communication and Management of Crises is a major issue for every corporation, and the strategy to be followed in order to overcome a crisis is an essential part of the whole process. Each and every corporation, as well as the policies concerning a crisis management is different. The role of Social Media in overcoming such a crisis is nowadays a determining element, with Social Media being a bridge of communication between the companies and the users. Social media can also be used to filter information. In particular, they can be used to reduce information overload due to screening and recommendations made by people and organizations. It essentially concerns the practical use of social media tools and presents a concept for a control tool that would help crisis communication officials to engage in dialogue with the public by following, building and responding to interactive communication.

Crisis communication strategies are relevant to any organization, governmental or private, and best practices for using the social crisis must be aligned with the communication strategy across the crisis. (Lin, Spence, Sellnow, & Lachlan, 2016). There are three main elements where social media can make a difference when it comes to crisis communication: a) the question of trust, b) the need for timely response and c) the opportunity to watch and react to the way which people perceive and react to warning messages. Social media had a very important role in communication crisis management.

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The paper provides a review of research about the impact of Social Media in communication crisis management of companies and how they can be used as well as a tool of communication in crisis management; preventing a crisis and dealing with it. More specifically, the case studies of Nestle and IKEA co. are presented, showed that Social Media tools Social media had a very important role in communication crisis management. The two Nestlé and IKEA companies surveyed mainly used the pages of the Social Media Networks they had in order to "communicate" the information on the event of the crisis, then the briefing about it and finally about the restoration of the event.